



Customer Relations Advocate

Eirich Machines is The Pioneer in Material Processing and along with American Process Systems product line that proudly offers our customers The Most Comprehensive Line of Mixing Equipment!

We continually strive to provide superior customer service and are seeking a candidate that shares that same value and commitment. We are looking for an experienced Customer Service Advocate for our Gurnee location.

Summary:

Under the direction of the Spare Parts Manager, the Aftermarket Customer Relations Advocate provides the best possible customer satisfaction to the organization's customers by addressing and resolving customer inquiries, opportunities, processing orders, preparing services orders, quote follow-up, and assist accounting with billing issues, in accordance with company policies and procedures.

Essential Responsibilities/Duties:

- Fulfill multiple, simultaneous duties, providing price quotes, account management, and entering purchase orders into database
- Work closely with production and purchasing departments to meet customer requirements, this includes analyzing part number metrics
- Provide accurate and timely information regarding the status of open orders to customers and technicians
- Adhere and monitor Eirich pricing standards when quoting
- Research specific details of customers machinery in order to offer quotes
- Develop job specific training procedures/manual and create work instructions for current processes.
- Provide inside support to the internal departments as well as outside sales representatives as needed.
- Complete special projects as assigned
- Follow and comply with all safety and work rules and regulations. Maintain departmental housekeeping standards.

Aptitudes and Abilities:

- Demonstrated customer focused approach
- Demonstrated ability to challenge environment process and create a better way to improve process.
- Demonstrated ability to work with minimal supervision in a fast paced environment and handle multiple projects and details simultaneously.
- Demonstrated ability to exercise sound judgment and make decisions independently is required.
- Demonstrated ability to make quick decisions to solve short-term objectives while supporting long-term strategic initiatives is required.
- Demonstrated ability to simultaneously manage a number of projects while communicating effectively with various departments

Education/ Training:

- College degree required in Business or a business related field

Experience:

- Minimum 3 years customer service experience within a manufacturing environment

Skills:

- Proficiency in Excel is required in order to leverage Excel expertise in day-to-day as well as incorporate the use of excel capabilities in other areas of job responsibilities
- Must demonstrate effective verbal and written communication skills.
- Must have a team oriented attitude
- Must exhibit excellent customer service skills.
- Must demonstrate good conflict management skills
- Excellent communication and organizational skills
- Excellent analytical and problem solving skills
- Good prioritization skills and be flexible enough to adapt plans
- Bilingual in Spanish required

Benefits:

- Medical, dental, vision and life insurance
- 401(k) with company match
- Tuition reimbursement
- Generous Paid Time Off

Eirich Machines is an established organization with a proven track record of excellence and great corporate culture. If you share our drive, professionalism and enthusiastic spirit and would like to be a part of a growing organization, we would like to hear from you.

For consideration, please send a resume to dharris@lakecountvil.gov and state Customer Service Advocate in the subject line.